

WHAT YOU SHOULD KNOW ABOUT FAMILY HOLIDAY

IMPORTANT INFORMATION ABOUT YOUR STAY



RECEPTION

The reception is open daily.

In April- June and September:

9:00 AM - 1:00 PM and **2:00 PM - 5:00 PM**

In July and August:

9:00 AM - 1:00 PM and **2:00 PM - 7:00 PM**



SECURITY GUARD

Outside reception hours, a security guard is on duty on the premises.

A contact number is available at the entrance to the resort.



CHECK-IN

Hotel check-in starts at 4:00 PM on weekdays and at 5:00 PM on Saturdays and Sundays.

If you plan to arrive later, please inform the reception in advance, no later than on the day of arrival.



CHECK-OUT

The hotel night ends at 11:00 a.m. Check-out is possible from 9:00 a.m.

Guests planning to leave early (before 9:00 am) are requested to notify the reception desk in advance.



MINIMUM STAY POLICY

- During the Summer Holiday period, the minimum stay is **7 nights**.
- Outside the Summer Holiday period, the minimum stay is **5 nights**.
- **Short stays** of 1–3 nights may be available outside the Summer Holiday period, subject to availability.



LATE CHECK-OUT

Outside the Summer Holidays period, late check-out or an extended stay may be available for an additional fee, subject to availability.

For more details, please contact the reception desk.



CHOICE OF ACCOMMODATION

- The cottage is assigned automatically during the reservation process.
- There is an option to select specific accommodation in advance free of charge.
- In exceptional situations, the resort reserves the right to change the assigned accommodation.



CANCELLATION TERMS

- **Up to 21 days** before the planned arrival, it is possible to change the date or receive a refund of the deposit (reduced by 150.00 PLN).
- **Less than 21 days** before the arrival, the deposit is non-refundable.



ANIMALS

- **Well-behaved pets (up to 15 kg) are welcome in cottages only.**
- Pet stays are **possible outside the July–August** holiday period.

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WASTE SEGREGATION

- Waste segregation is mandatory, in accordance with the regulations of the Dziwnów municipality and the eco-friendly stance of the resort.
- Each guest receives a black bag for non-segregated waste, as well as segregation bags assigned to their cabin/room.
- Containers for non-segregated waste are located in the wooden garbage shelter in the parking lot, while segregation containers are located at the entrance to the resort.



QUIET HOURS

Quiet hours are in effect on the premises from **10:00 PM to 7:00 AM**. During this time, a Security Guard is on duty to ensure the safety of guests and can be contacted if needed.



GRILL

Barbecues are available free of charge next to the reception. Grilling is only allowed in designated areas or on the lawn.



COTTAGE EQUIPMENT

- Beach equipment: deck chairs and a windbreak with a hammer in a cover
- Clothes dryer
- Broom and dustpan with brush
- Cleaning supplies: dishwashing liquid and sponge, cloth, trash bags, toilet paper



KITCHENETTE

- Refrigerator
- Induction cooktop and kitchen hood
- Electric kettle
- Small and large pot
- Frying pan
- Tableware
- Cooking accessories



AVAILABLE UPON REQUEST

- Vacuum cleaner
- Mop and bucket
- Dishwasher tablets
- Trash and recycling bags
- Iron and ironing board
- Hairdryer
- Sports equipment, games, and books



COMMUNAL KITCHEN

The facility includes a fully equipped kitchenette, which offers larger appliances such as an oven, microwave, toaster, and grill.

In the communal kitchenette, you can fry fish.



UTILITIES IN COTTAGES

In the cottages, there is a charge for electricity and water based on usage (the meter reading is taken on the day of arrival).

In cottages equipped with air conditioning, we recommend using the heating function, which is more efficient and economical.



SMOKING AND FRYING FISH

- Smoking is strictly prohibited in common areas as well as inside cottages and rooms.
- Frying fish is not allowed in the cottages. You fry the fish in the communal kitchenette.